

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Registration & Stamps Department – Introduction of Dynamic Queue Management System (Registration by Prior Appointment) in the Sub-Registrar Offices in the State to improve the service delivery in Registration of Documents in Registration & Stamps Department-Orders-Issued.

REVENUE (REGN.1) DEPARTMENT

G.O.Ms.No.47

Dated:13-02-2025

Read:

1. e-Office file No. REV08-14029/50/2024-CARD-IGRS, dt.30-9-2024.

ORDER:

The Commissioner and Inspector General of R&S, AP is informed that the Services are rendered in all Sub Registrar offices of Registration and Stamps Department made online and the service of document registration and marriage registration require the presence of parties at Sub Registrar office for their consent or for admission of the signing of document which are mandated as per statute. All other services are online services. Hence, the system is found to be not effective in queue management especially on auspicious days and to ensure whether services are delivered on first come first served basis.

2. In the reference read above, the C&IG, R&S, AP has proposed a computerized Queue Management system to improve the service delivery in registration of Documents in a transparent and accountable manner, so that the citizen will come to the office at the pre appointed time and get the requisite registration department services without any hassle.

3. In order to make it more convenient and more flexible and also to reduce the crowding and improve the process efficiency, a new module is developed by taking into consideration of the maximum number of registrations per day in an office, the overcrowding on auspicious days, and also the number of registrations done in different categories of offices. The C&IG, R&S, AP has requested the Government to issue necessary orders in the matter.

4. Government after careful examination of the matter here by order to implement the Dynamic Queue Management system in the Sub-Registrar Offices in the State to improve the service delivery in Registration of Documents in a transparent and accountable manner, so that the citizen will come to the office at the pre appointed time and get the hassle free Registration Department Services with the following modalities:-

(P.T.O)

1. Online Data Entry by Public:

The process of registration of a document starts with the data entry of the details of the document. This service is completely online and the citizen can access this service through web portal of Registration and Stamps Department.

The citizen can login to the system and access the module of data entry and document preparation. After entering all the fields of parties and property details an application ID will be created and this application ID is the reference ID for the document Registration Service and based on this ID the citizen can pay the duties online and also book a slot for coming to the registration office at his chosen time of his choice for the completion of registration.

2. Process of Dynamic Queue Management

Initiation: Users start by accessing a digital platform, either through a web portal or a mobile app.

Service Selection: Users select the type of service they require (e.g., document registration, marriage registration).

Token Issuance : A unique digital token is generated, which might include a QR code for ease of use and verification.

Unique QR Code Every day

A unique QR code will be generated and displayed in the monitor or on the wall of the SRO Daily.

3. User Charges on Slot booking

The following services charges for slot-booking based on the above methodology as the facility will be an additional service to the citizens.

Fee for Advance Slot Booking	Fee for Cancellation of Booked Slot	Re-schedulement of Slot for one time
NIL	Rs. 100/- (forfeited)	Rs. 200/-

5. For registration of documents on public holidays, citizen has to book the slot before 5.00 P.M. on the previous working day for registration of documents on Public holidays. The facility will be available in RO Original branch offices i.e. in all District Headquarters offices of District Registrar initially and extend to all offices as per demand from public as well as on work load . The holiday registration fee of Rs 5000/- will be levied as per Fee schedule prescribed in G.O.Ms.No.463, Revenue (Regn-I) Dept., dated 17-08-2013.

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6. If the citizen intends to present the documents under Anywhere system, he shall make data entry in PDE module, pay duties online and upload the document also to the jurisdiction SRO by 4-00 P.M., on the working day immediately prior to the day of slot booking.

7. The Commissioner & Inspector General, Registration & Stamps shall issue instructions to all the SRs that online approvals for the documents presented under Anywhere shall be cleared as per the existing rules in force.

8. The Commissioner & Inspector General, Registration & Stamps shall take necessary further action accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

**R P SISODIA
SPECIAL CHIEF SECRETARY TO GOVERNMENT**

To

The Commissioner & Inspector General, Registration & Stamps, AP.

Copy to:

The PS to the Prl.Secretary to Hon'ble C.M.

The PS to the Hon'ble Minister, Revenue&RS

The OSD to the Chief Secretary to Government

The PS to Spl.Chief.Secy.to Govt.,Revenue Department.

The GA(Cabinet) Department (U.O.No.35/2025,Dt.07.02.2025)

SF/SC

// FORWARDED::BY ORDER//

SECTION OFFICER